



Compliments, Comments & Complaints Policy

Rationale

TaylorITEX CIC is committed to providing a good standard of service and are proud of our many successes. However, we are aware that there can be times when things go wrong. If things are not to the standard that they should be then, it is important that the learners should not only voice their concerns but, also to inform us in writing if possible so that the complaint can be adequately investigated and processes put in place so that a likewise incident does not reoccur.

Compliments

If a learner feels that a compliment should be made, then it is appreciated if this can be sent in writing to the Executive Director of Services. All members of the team will be notified if a member of staff has acted in a way that is deemed to be above the normal level of duty and this will be recorded on their Personnel File.

Procedure

All complaints will be dealt with seriously and investigated in a professional manner. Written response will be made within 10 working days of the complaint being made.

Written communication should be sent to:-

Executive Director of Services
TaylorITEX CIC
Black Sluice Lock Cottages
South Forty Foot Bank
London Road
Boston
Lincolnshire
PE21 7RA

Telephone: 01205 360800

Email: mick@tayloritex.co.uk

Learners attending courses funded by Lincolnshire County Council can find further information on how to make a compliment, comment or complaint on their course, Tutor or any other aspect of the provision in the Lincolnshire County Council Adult Skills and Family Learning Services's Learner Handbook.

Learners can find out about to log a compliment, comment or complaint via the Lincolnshire County Council website, the Lincolnshire County Council Customer Service Centre or the 2Aspire website (www.2aspire.org.uk).



All learners attending a course funded by Lincolnshire County Council who have any compliments and/or comments can initially talk to their Tutor or, if they are not happy to do so, learners are invited to contact the Customer Service Centre on telephone number: 01522 782011, or email customer_services@lincolnshire.gov.uk.

Any learners who are unhappy can obtain a 'How to Complain' leaflet from the Customer Services Centre via email to: customer_services@lincolnshire.gov.uk or by telephone: 01522 782011. Learners can also log a complaint via the website at www.lincolnshire.gov.uk.

Comments

TaylorITEX operates a rigorous client satisfaction policy. All service users are given the opportunity to provide the company with direct feedback either personally or confidentially.

For courses funded by Lincolnshire County Council Learner Satisfaction Surveys are carried out at the end of each course, and the content of these are recorded and evaluated, on a regular basis, and used to improve the quality of service and delivery.

Feel free to make comments as appropriate. If you wish for a direct contact to respond to you, adding your name will allow us to respond appropriately and promptly.

Feedback

All feedback forms are monitored, analysed and assessed and dealt with through our administration system. We use these statistics for quality analysis and implement them into our Self-Assessment Report (SAR). Identification of compliments and complaints are dealt with by management who aim to have followed up all necessary comments within 48 hours and actioned immediately thereafter.

All reports and documentation of compliments and complaints are stored in a file with recording evidence of action taken.

Evaluation

This Policy will be reviewed annually, this is not time limiting and it will be revised if instances occur requiring further input.

Signed:

A handwritten signature in black ink that reads 'JA Mitchell'.

Name of Signatory: Julie Ann Mitchell

Date: 27 July 2023

End